

SFD Dispatch Policy and Guideline Manual

Section Title: Notifications
Policy Section: 18
Page: 1
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SFD NOTIFICATIONS

Notifications to “SFD All Personnel”

Springdale Fire Department Personnel are to be notified as soon as possible via text messages to their cell phones when a major incident occurs. The Notification Group to use for this message is the “**SFD All Personnel**” as listed within the Cooper Notification System. This notification group will reach the Fire Chief, Assistant Fire Chief, Division Chief, Battalion Chiefs, and all other SFD Personnel who have requested their cell phone numbers be added to the notification group. It will also notify the Dispatch Manager and Washington County DEM-1.

This message will serve as notification only, and will not serve as an official request for response unless specifically directed within the message. The notification group “SFD All Personnel” shall be notified if any of the following incident types occur: working structure fires, Haz-Mat incidents, technical rescues, large EMS events (three or more squads assigned to the same call), large mutual aid request (more than one squad or fire apparatus to another city), aircraft crashes, fire apparatus involved in an accident, fire service serious injury or death, civilian serious injury or death, and any other incident deemed necessary by the Senior Operators, or an SFD Chief Officer.

Notifications to “SFD Fire Prevention Division”

The SFD Fire Marshal and SFD Fire Inspectors conduct fire and arson investigations. Command may have the fire dispatcher contact the fire investigator to have him respond to the scene. The fire investigator has a working relationship with the SPD Criminal Investigation Division and with the Arkansas State Police. For fires that occur in Washington County outside of Springdale city limits, the dispatcher will need to notify the Washington County Fire Marshal. This contact will only be made after the IC requests it. When IC requests the Fire marshal be contacted to respond, dispatch shall make notification by making phone contact.

Notifications to “SFD Haz-Mat Team”

When the SFD Haz-Mat Team is requested for response the team will need to be notified via a text message to their cell phones. This applies to responses inside

SFD Dispatch Policy and Guideline Manual

Section Title: Notifications

Policy Section: 18

Page: 2

and outside the city. Requests may include only responding Haz-Mat 1, and/or the entire Springdale Haz-Mat Team.

The Cooper Notification Group to use for this notification will be the "SFD Haz-Mat Team". This group includes all SFD Chief Officers, the eight SFD Haz-Mat Team members, the two Lowell Haz-Mat Team members, the Dispatch Manager, and Washington County DEM1.

MISCELLANEOUS NOTIFICATIONS

Notification of Gas Company

On all SFD responses involving a report of a natural gas leak, broken gas meter, or gas meter fire, the Source Gas Company shall be notified automatically after the call is dispatched. Once the gas company has been contacted, advise the responding units of the ETA for the repair crew. Dispatchers should not wait until asked to call the gas company on these types of calls. If the exact location of the gas leak is unknown, wait for the SFD unit to confirm the location before notifying the gas company. On working structure fire incidents, the Incident Commander will advise if the gas company needs to be called.

Notification of Electric Companies

On SFD responses involving downed electric lines or a transformer fire, a SFD unit on the scene will verify whether such emergency exists and the exact location. Once the emergency and location are verified, the SFD unit will request that dispatch contact the electric company.

On SFD responses involving working structure fires, the dispatcher shall contact the electric company automatically for a response. This automatic response is required to ensure the safety of the firefighters. Live wires or structures still attached to an electricity source present a hazard to firefighters.

A map is located in the dispatch center indicating the areas of the city covered by SWEPCO, Ozarks and Carroll electric companies. As soon as possible, contact the appropriate electric company to report the incident and obtain an ETA. If the electric company asks for a pole number, contact the IC to get the needed information. Relay the ETA of the electric company crew to the IC as soon as it is provided.

SFD Dispatch Policy and Guideline Manual

Section Title: Notifications

Policy Section: 18

Page: 3

Notification of Health Department

The sanitarians from the Washington County and Benton County Health Unit are responsible for fires and other disaster work in locations where food or food products are involved. This may be in restaurants, school or hospital cafeterias, nursing homes, grocery stores, trucking incidents, warehouses, or wholesale food operations. This notification should take place after a request from IC. The home and office numbers are located in the CAD under Health Department. If

you are unable to reach any of the sanitarians at the Health Department offices or at home, you may contact the Arkansas Department of Health dispatch office in Little Rock at 1-800-482-5400. Their dispatch office will be able to locate a sanitarian to respond.

Notification of the Department of Emergency Management

The Washington County Department of Emergency Management (DEM 1) shall be notified of any of the following incidents that occur inside of Washington County: brush/forest fire with Forestry Department response, fire with fatality, explosion, hospital fire, school fire when occupied, confirmed nursing home fire, confirmed hotel fire, confirmed fire in an on campus dormitory, aircraft crash, train accident, semi truck and trailer overturned, mass casualty incident, any search and rescue, tornado with damage or injuries, swift water or water rescue, body recovery – water search, emergency worker injured or killed, chemical plant emergency, fuel spill over 50 gallons, HAZMAT incidents, refrigeration leak/emergency, bomb threat or a located bomb, riot, and bus accidents.

Notification of the Washington County Sheriff's Office

Washington County Sheriff's Department shall be notified of any and all Fire and EMS calls that occur in their jurisdiction. This will allow their dispatch to notify deputies where an ambulance or fire apparatus will be responding to as well as send deputies to calls according to their policy.

Notification of Wreckers

When SFD units respond within the city limits and they require a wrecker, log the vehicle information in the vehicle line of the fire call and use a wrecker out of the

SFD Dispatch Policy and Guideline Manual

Section Title: Notifications

Policy Section: 18

Page: 4

rotation. The exceptions to this will be when a PD Officer is already responding to the incident or on accidents where the Officer will need to make the notification after his investigation. If the incident occurs outside of the city limits, the dispatcher will contact the agency with police jurisdiction to have them notify a wrecker, unless specifically needed for assistance with scene operations.